

## 1 SERVICE LEVEL AGREEMENTS AND MANAGEMENT THEREOF

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3 ABSTRACT OF THE DISCLOSURE  
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5 Method and apparatus for service level agreement formation and management is  
6 described. More particularly, a service level agreement (SLA) manager is described.  
7 This SLA manager comprises an admission controller, a specification module and a  
8 performance measurement module. Such SLA manager is interposed between one or  
9 more client computer systems and a service provider computer system.